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Cathy Hoog, Executive Director



Important Notice. Spanish on the other side.
Aviso Importante. Español en el otro lado.

Date: February 28, 2020
To: Public Housing Tenants, Rental Assistance Program Participants, and Landlords
From: Cathy Hoog, Executive Director *CH*
Re: New Walk-In Office Hours

Please be informed that **effective April 1, 2020** the Salem Housing Authority will be enhancing its customer service experience for residents and rental assistance program participants by implementing **office walk-in hours**.

This new schedule for walk-in hours for existing active tenants and rental assistance participants is being implemented in order to improve our administrative function and efficiency and will allow administrative staff to offer a better quality of service to our residents and participants.

Our office hours will remain the same for the public; however, administrative staff will be available for existing tenants and rental assistance participants **only during walk-in hours listed below**.

Beginning on April 1, 2020 the new Office Walk-In Hours are as follows:

	<u>Office Hours</u>	<u>Walk-In Hours</u>
Mondays	8:00 a.m. – 4:00 p.m.	8:00 a.m. – 4:00 p.m.
Tuesdays	8:00 a.m. – 4:00 p.m.	8:00 a.m. – 4:00 p.m.
Wednesdays	8:00 a.m. – 4:00 p.m.	8:00 a.m. – 12:00 p.m.
Thursdays	8:00 a.m. – 7:00 p.m.	8:00 a.m. – 7:00 p.m.
Fridays	8:00 a.m. – noon	

We ask that you to please make note of these hours and to plan your visit accordingly. Appointments are always welcome and can be made with your case worker/property manager.

During regular office hours, our receptionist is always available to provide general information, housing applications, etc.

